

## **FIRE COMMUNICATIONS SUPERVISOR**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses a responsible supervisory and technical position in the support services of fire department operations, with responsibility for planning, maintaining and operating the fire department communication facilities and services. The incumbent in this position recommends operating procedures for the Fire Communication Division. The Fire Communications Supervisor directly supervises and evaluates the work performance of Fire Communications Officers in the Fire Communications Division. The employee of this class has the authority to work independently in most areas, and performs duties with only general instructions. This class reports to and has work reviewed by the Chief Administrative Officer.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Plans, organizes and directs the activities of the Fire Communications Division with respect to personnel. Sets goals and objectives for the division, and makes recommendations for operating procedures. Handles complaints from the public concerning problems in the dispatching division. Reviews incoming written communications, routing work to the appropriate person or location.

Supervises subordinate communications personnel in the performance of all dispatching functions of the fire communications center. Inspects appearance of equipment and personnel. Assigns work schedules, and approves leave. Evaluates work performance and discusses performance evaluation with subordinates. Provides technical assistance to subordinates when needed. Counsels employees who are experiencing work problems and resolves employee complaints and grievances. Maintains discipline among employees of the department by conducting corrective interviews.

Directs the dispatching of apparatus and personnel, and notifies proper authorities of any special or emergency situations. Supervises the sounding of fire alarms in all stations using alarm bells or buzzers. Oversees subordinates receiving and transmitting messages to and from emergency scenes and to and from related department personnel. Provides for the availability of reserve companies as back-up for stations from which all equipment is gone.

Sees that all employees receive necessary training by personally conducting formal and informal training. Provides on-the-job instruction in the operation of communications equipment and related areas. Prepares material for use in training.

Provides for and insures that accurate records of the division are maintained. Supervises the preparation and maintenance of division records and reports by reviewing records and reports completed by subordinates, and periodically inspecting systems and facilities for maintaining such. Personally completes forms and records as required.

Supervises the general care, maintenance, and use of departmental communications equipment. Supervises the testing of communications equipment. Provides for the repair of any malfunctioning communications equipment and sees that repairs are completed properly. Orders supplies and equipment required by the division.

Performs any related duties assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and being a qualified elector of the State of Louisiana.

After offer of employment, but before beginning work in this class, must pass a medical examination prepared and administered by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.

Must have a minimum of three (3) years experience in fire department work as a full-time member of a paid fire department. Work experience should include the performance of fire suppression and rescue, emergency medical services, or fire communications operations.

Must present a certificate verifying the ability to type forty-five (45) net words per minute.